

TCPI PFE Measures: Point of Care

1. Does the practice use an e-tool (patient portal or other E-Connectivity technology) that is accessible to both patients and clinicians and that shares information such as test results, medication management list, vitals and other information and patient record data?

2. Does the practice support shared decision-making by training and ensuring clinicians integrate patient goals and preferences related to culture, language, religion, emotional, and economic status into care plan?

3. Does practice utilize a tool to assess and measure patient activation?

Change Driver(s)	Resource Type (Training, Toolkit, CE)	Resource Name	Resource Description	SAN Name	SAN Contact Information
1.1.1, 1.1.3, 1.1.4, 1.2.1	Training	<u>Patient, Family, & Staff Engagement Across the Care Continuum</u>	Online continuing education modules with ‘train the trainer’ approach to patient, family and staff engagement. Includes the following components: <ol style="list-style-type: none"> 1. Examination of PFE techniques and strategies 2. Discussion of team-based approaches to care within medical neighborhood 3. Introduction to frameworks used for robust population health interventions 	NNCC SAN	Tiffanie Depew, tdepew@ncc.us
1.2.1, 1.2.2, 1.2.3	Training	<u>Formation & Optimization of Interdisciplinary Care Teams</u>	In-person training: didactic and skills development. Comprised of 3 areas of focus: <ol style="list-style-type: none"> 1. Enhancing Teams 2. Clarifying Team Roles 3. Optimizing Continuity 	NNCC SAN	Tiffanie Depew, tdepew@ncc.us
1.5.1, 1.5.3, 1.5.4	Training	<u>Optimizing Care Coordination Through Teams and Teamwork</u>	In-person training: didactic and skills development. Comprised of 3 areas of focus: <ol style="list-style-type: none"> 1. Foundations & Decision Points for Care Coordination 2. Strategies and Tools for Successful Care Coordination 3. Recognizing Care Coordination Success 	NNCC SAN	Tiffanie Depew, tdepew@ncc.us
1.6.2	Continuing Education	Tools for Partnering with Patients with Chronic Pain to Improve Function & Outcomes	Continuing education available on the AANP CE Center. Free one year membership available to all PTNs	NNCC SAN	Tiffanie Depew, tdepew@ncc.us
1.1.3	Continuing Education	How to Talk to Your Patients about Obesity	Continuing education available on the AANP CE Center. Free one year membership available to all PTNs	NNCC SAN	Tiffanie Depew, tdepew@ncc.us
1.1.3	Continuing Education	Shared Decision Making: Giving Patients the Information and the Choice	Continuing education available on the AANP CE Center. Free one year membership available to all PTNs	NNCC SAN	Tiffanie Depew, tdepew@ncc.us

Person and Family Engagement	Continuing Education	HCDI SAN Person & Family Engagement in Office Practice- Advancing TCPI, Building on Patient Centered Medical Home		HCDI SAN	Donald Simpson dsimpson@hcdi.com
Sustainable Business Operations	Continuing Education	A Three Point Approach to Achieving Sustainable Business Operations		HCDI SAN	Donald Simpson dsimpson@hcdi.com
Sustainable Business Operations	Continuing Education	HCDI SAN Creating a Culture of Change Leadership Presentation		HCDI SAN	Donald Simpson dsimpson@hcdi.com
Person and Family Engagement	Training	How to Help Clinicians Interpret Their Patient Experience Results	online webinar launching 6/22/17	NRHI SAN	sdonohue@nrhi.org
Person and Family Engagement	Training	Using Motivational Interviewing and Shared Decision Making Tools to Facilitate Change	online webinar launching 7/27/17	NRHI SAN	sdonohue@nrhi.org
Person and Family Engagement	Training	How to Actively Engage Patients in Their Care	online webinar launching 8/24/17	NRHI SAN	sdonohue@nrhi.org
Person and Family Engagement	Training	Advanced Care Planning and End of Life Care	online webinar launching 9/28/17	NRHI SAN	sdonohue@nrhi.org
Person and Family Engagement	Resource Library	PCPCC SAN PFE Measures Resource library	links to information, assessment tools and best practice to help practices implement measures	PCPCC SAN	liza@pcpcc.net
Person and Family Engagement	Training	Individualized training on culture change to promote PFE to drive outcome improvement	Expert consultation services available to PTNs to assist in development of a program or strategy for PFE, including implementation of TCPI PFE measures	PCPCC SAN	liza@pcpcc.net
Person and Family Engagement	Online training	Practice Advisor Module: Communicate with Patients		ACP SAN	Jillian Schneider jschneider@acponline.org
Person and Family Engagement	Online training	Practice Advisor Module: Improve Patient Access		ACP SAN	Jillian Schneider jschneider@acponline.org
Person and Family Engagement	Online training	Practice Advisor: Motivational Interviewing		ACP SAN	Jillian Schneider jschneider@acponline.org
Person and Family Engagement	Online training	PA Module - Delivering Patient Centered Care		ACP SAN	Jillian Schneider jschneider@acponline.org
Person and Family Engagement	Online training	PA Module - Work as a Team		ACP SAN	Jillian Schneider jschneider@acponline.org

TCPI PFE Measures: Policy and Procedure

4. Is a health literacy patient survey being used by the practice (e.g., CAHPS Health Literacy Item Set)?

5. Does the practice promote patient-centric medication management practices (self-management of medication, etc.)?

Change Driver(s)	Resource Type (Training, Toolkit, CE)	Resource Name	Resource Description	SAN Name	SAN Contact Information
2.4.2	Continuing Education	Harnessing Health Information Technology to Assist Individuals and Teams: Practical Insights from the Journal of Ambulatory Care Management	Continuing education available on the AANP CE Center. Free one year membership available to all PTNs	NNCC SAN	Tiffanie Depew, tdepew@nncc.us
1.6.3	Toolkit, Continuing Education	Implementing Health Assessments in Primary Care: A How-to Guide	Continuing education available on the AANP CE Center. Free one year membership available to all PTNs	NNCC SAN	Tiffanie Depew, tdepew@nncc.us
Person and Family Engagement	Continuing Education	TCPI Tools for Population Management- A Guide to Preventing Readmissions among Racially and Ethnically Diverse		HCDI SAN	Donald Simpson dsimpson@hcdi.com
Sustainable Business Operations	Continuing Education	Implementing Telemedicine to Meet MACRA Requirements		HCDI SAN	Donald Simpson dsimpson@hcdi.com
Data Collection	Continuing Education	Data, Data, and More Data; Findings from Great Lakes PTN		HCDI SAN	Donald Simpson dsimpson@hcdi.com
Sustainable Business Operations	Continuing Education	EHR Optimization: 5 Tips to Get Your Time Back		HCDI SAN	Donald Simpson dsimpson@hcdi.com
Person and Family Engagement	Continuing Education	Don't smoke, txt: Use of Mobile Programs for Quality Improvement and Smoking Cessation		HCDI SAN	Donald Simpson dsimpson@hcdi.com
Person and Family Engagement	Toolkit, Continuing Education	Medication Management	Guide to medication management best practices in the PCMH	PCPCC SAN	Liza@pcpcc.org
Person and Family Engagement	online learning	Practice Advisor Module - Collaborative Medication management		ACP SAN	Jillian Schneider jschneider@acponline.org
Person and Family Engagement	online learning	Practice Advisor Module- Manage Populations		ACP SAN	Jillian Schneider jschneider@acponline.org

TCPI PFE Measures: Governance

6. Are there policies, procedures and actions taken to support patient and family participants in governance or operational decision-making committees of the practice (Person and Family Advisory Councils, Board Representatives, etc.)

Change Driver(s)	Resource Type (Training, Toolkit, CE)	Resource Name	Resource Description	SAN Name	SAN Contact Information
Patient and Family Engagement	Continuing Education	Rethinking Cultural Competence		HCDI SAN	Donald Simpson dsimpson@hcdi.com
Person and Family Engagement	Guide	Advancing the Practice of Patient and Family Centered Care: Getting Started	A step by step guide to involving patients and families in quality improvement, with checklists and one pagers to support assessment and development processes	PCPCC SAN	Liza Greenberg Liza@pcpcc.net
Person and Family Engagement	Evidence Review	National Academy of Medicine: Harnessing Evidence and Experience to Change Culture	A review of person and family engagement practices and implications for outcomes and quality improvement	PCPCC SAN	Liza Greenberg Liza@pcpcc.net
Person and Family Engagement	On-demand webinar series	Expert webinars on developing PFE strategies and changing culture	Helpful 'starter' presentations discussing the rationale for and process steps to begin adopting PFE practices	PCPCC SAN	liza Greenberg Liza@pcpcc.net